

Customer Service Policy

Catskill Public Library values its patrons and strives to provide excellent library services at all times. In accordance, staff will:

- Treat patrons in a friendly and respectful manner.
- Identify themselves verbally or by wearing name tags.
- Refrain from making judgments regarding the nature of a patron's request or use of library resources.
- Not discriminate.
- Keep patron personal information confidential.
- Keep information about a patron's use of library resources confidential.
- Display knowledge about library services and resources.
- Educate patrons about how to access library resources.
- Seek out, collect, organize, and promote services and resources to benefit library patrons.
- Know when to refer patrons to community organizations or professionals better equipped to help meet their needs.

Supporting Patrons

Library staff do not have medical, legal, tax, or other professional services training and are prohibited from offering advice in those or other areas best served by trained professionals.

Library staff may assist patrons in locating information about service providers but may not recommend specific providers.

Patrons should not share personal, private, or financial information with Library staff.

Library staff may assist patrons to use computers and computer programs. Staff may also assist patrons to locate and access applications, forms, and other information online and provide practical education as to how to use those resources. However, staff may not advise patrons how to fill out the content of forms, applications, resumes, or other types of documents. Staff may not fill out forms or applications for patrons. At the discretion of administrative staff, exceptions may be made in cases where a patron cannot physically fill out a form without assistance.

Approved by the Board of Trustees December 20, 2023